

**WASHINGTON STATE DEPARTMENT OF REVENUE
INSTRUCTIONS FOR INITIATING
ELECTRONIC FUNDS TRANSFER (EFT) PAYMENTS
BY TELEPHONE (VOICE)**

**Location Name:
DOR Reporting Number:**

IMPORTANT INFORMATION – PLEASE READ CAREFULLY!

- Your Company Number is 44263, _____, _____. (Dept. of Revenue ID, Location Number, Location Password) This number ensures that only you can initiate Automated Clearing House (ACH) transactions from your bank account. Please keep this information confidential and DO NOT surrender this information to anyone not associated with the ACH network.
- Your phone call must be completed before 5:00 P.M. Pacific Time on the banking day prior to the date your excise tax payment is due. Transactions completed after the deadline will incur a penalty.
- You have the ability to initiate a transaction with a future effective date to help make your payment timely. Your account will not be drafted until the date specified and you may avoid any possible late penalties for missing the payment deadline. This is called 'warehousing' the payment.
- The effective date of your transaction and the date that you initiate your transaction cannot be the same. If they are, the transfer will occur the following banking day.
- Contact a Department of Revenue EFT representative immediately if you experience any difficulties. This includes: reaching the Automated Clearing House (ACH) system, relaying any of the necessary information, or completing your transaction by the 5:00 P.M. Pacific Time deadline. EFT representatives are available to assist you at telephone number (360) 902-7170.
- To cancel the current transaction during a call, simply tell the operator you wish to cancel your transaction. The entire transaction will be canceled. To correct or cancel a transaction after finishing your call, see the appropriate sections for correcting or canceling a transaction on the following pages of these instructions.

INITIATING A TRANSACTION – Please follow each step in the exact order given.

- 1) Calculate the check digit. Add up the number of digits in the payment amount along with numerical value of all digits. For example, the check digit for a payment amount of \$23,400.50 equals 21. It is calculated as follows:

$$\begin{array}{rcl} 2,3,4,0,0,5,0 & = & 7 \text{ digits} \\ 2+3+4+0+0+5+0 & = & 14 \\ \text{The Check Digit} & = & 21 \end{array}$$

- 2) Dial 1-800-669-3110 toll free to reach the Voice Center to initiate your tax payment. You may also dial 1-313-995-2700 should the 800 (toll free) service be temporarily unavailable in your calling area.
- 3) Tell the operator your Company Number after they identify themselves as "Cash Management Operator 'nnn'."

Your Company number is:

44263, _____, _____ (Dept. of Revenue ID, Location Number, Location Password)

- 4) Tell the operator the full Payment Amount. Please provide both dollars and cents. The maximum payment amount that can be accepted is \$999,999,999.00.

The operator will then tell you the check digit they have calculated. Compare it to the one you calculated in Step#1. Please advise them of any discrepancy.

- 5) Tell the operator the Tax Type. Indicate 1 for excise tax.

The operator will repeat the information. Please advise him/her of any discrepancy.

- 6) Tell the operator the Tax Period Frequency. Indicate 1 for Monthly, 2 for Quarterly, or 3 for Annual.

Examples: 1 (*monthly*) or 2 (*quarterly*) or 3 (*annual*)

The operator will repeat the information. Please advise him/her of any discrepancy.

- 7) Tell the operator the Tax Period.

Example: For monthly payments indicate MMY (i.e. 0199 for January 1999)
For Quarterly payments indicate QQYY (i.e. 0299 for second quarter of 1999)
For Annual payments indicate 01YY (i.e. 0199 for 1999 or 0100 for 2000)

The operator will repeat the information. Please advise him/her of any discrepancy.

- 8) Tell the operator the date you want the payment to be transferred. Use the exact format given in the following example:

MM/DD/YY (i.e. 03/26/99 for March 26, 1999)

The operator will repeat the date information. Please advise him/her of any discrepancy.

PLEASE NOTE: To avoid penalties, this date should not be later than the EFT due date. The EFT due date is one banking day after the tax return due date. A flyer listing the EFT payment due dates is available from the Department of Revenue.

- 9) Once all information has been given, the operator will provide a trace number for your records. Please make note of it so the Department of Revenue can trace the transaction should the need arise. You may hang up once you have noted the trace number.

CORRECTING A TRANSACTION

You have the ability to correct a transaction before 3:00 PM Pacific Time, on the same day the original transaction was called in. If you need to correct a transaction after 3:00 PM Pacific Time on the same day or on a following day contact an EFT representative at the Department of Revenue at telephone number (360) 902-7170.

Please follow these steps to correct a transaction on the same day through the ACH network:

1. Dial 1-800-669-3110.

2. Tell the operator, "I need to make a correction. My company number is:"

44263, _____, _____ (Dept. of Revenue ID, Location Number, Location Password)

3. Give the operator the trace number you were given by the system for the original transaction.

4. Give the operator the correct value for each of the required fields.

5. You may hang up once you are finished. An operator will call back with a new trace number for your records.

CANCELLING A TRANSACTION

You have the ability to cancel a transaction before 3:00 PM Pacific Time on the same day the original transaction was called in. You cannot cancel a transaction after this time.

Please follow these steps to cancel a transaction on the same day through the ACH network:

1. Dial 1-800-669-3110
2. Tell the operator, "I need to cancel my transaction. My company number is:"

44263, _____, _____ (Dept. of Revenue ID, Location Number, Location Password)
3. Give the operator the trace number you were given by the system for the original transaction.
4. You may hang up once you are finished. An operator will call back with a new trace number for your records.

HOW ELSE CAN WE HELP?

Your EFT representative at the Department of Revenue is available to assist should you have any additional questions about your EFT transaction or have other tax-related questions. Please contact a Department of Revenue representative at (360) 902-7170.